Figure 1

100

Figure 2

200

Server
195

Server
195

Corporate
Intranet
240

Internet
250

Server
195

Corporate
Network
260

VPN Tunnel
to Corporate
Intranet
230

IWF

PSTN

Circuit
Switch or
Packet
Network
220

IWF

Radio
access

210

Unattended
Probes
110
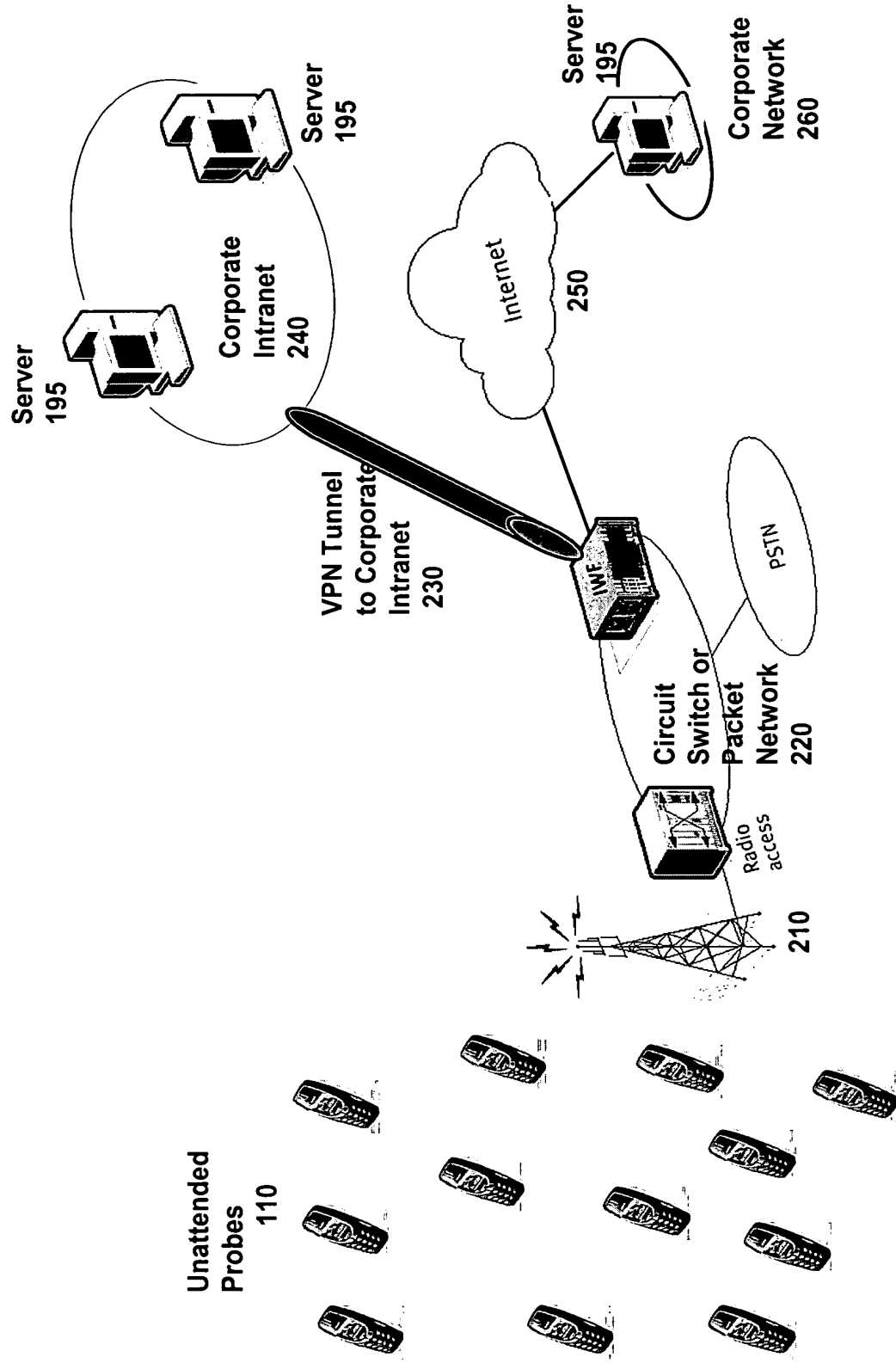
Figure 3 <u>300</u>

Monitor communication device transactions in accordance with a functional definition of probe software

310

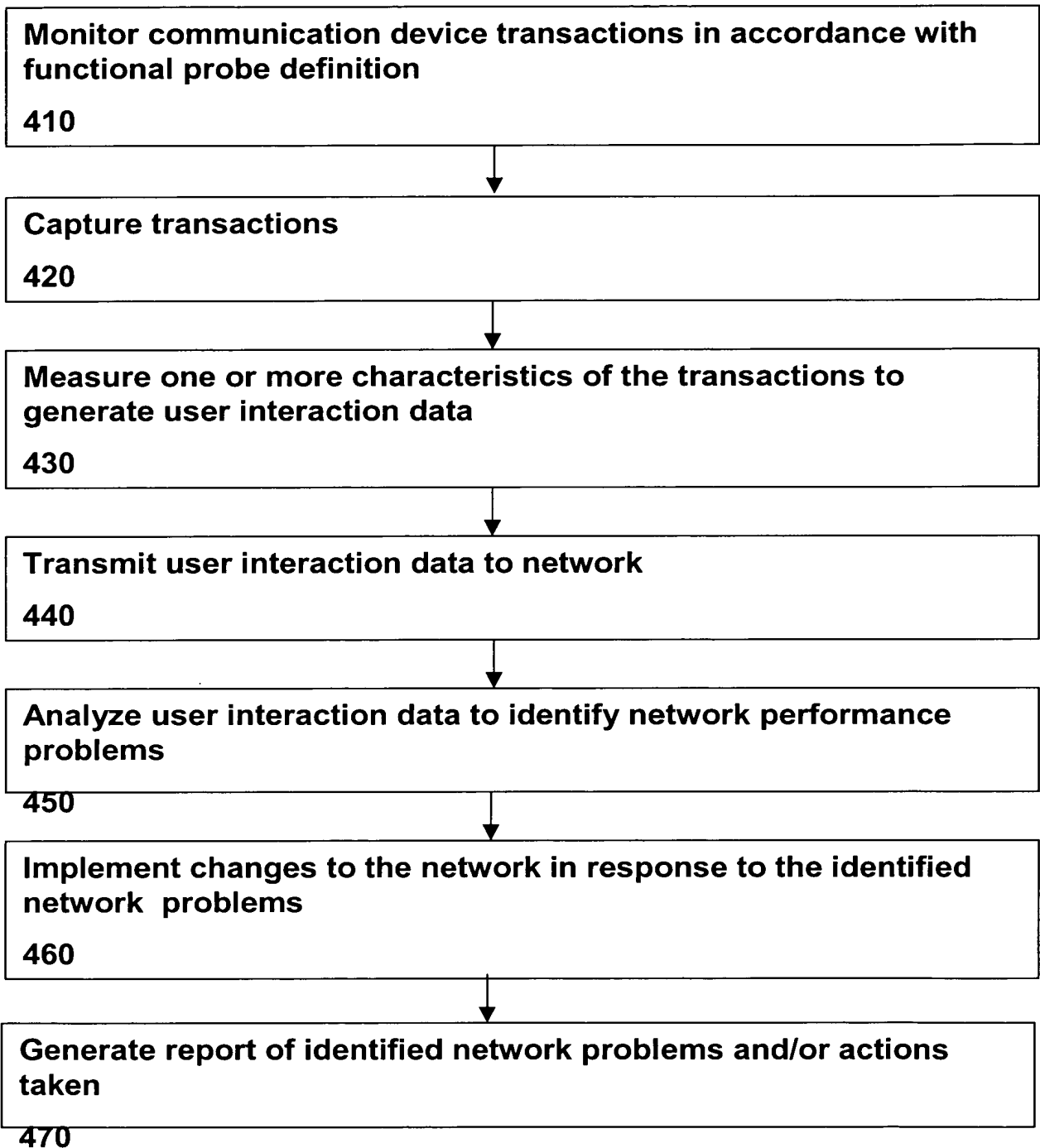Capture transactions in accordance with the probe functional definition

320

Measure one or more characteristics of the transactions in accordance with probe functional definition to generate user interaction data

330

Figure 4   4<u>00</u>

Monitor communication device transactions in accordance with functional probe definition

410

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Capture transactions

420

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Measure one or more characteristics of the transactions to generate user interaction data

430

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Transmit user interaction data to network

440

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Analyze user interaction data to identify network performance problems

450

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Implement changes to the network in response to the identified network problems

460

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Generate report of identified network problems and/or actions taken

470